



Facilities Management Request for Proposals RFP

Release Date: January 19, 2023

The following is a list of responses to questions submitted by prospective respondents to ECHDC RFP for Facilities Management. A copy of the RFP is available at:

<https://esd.ny.gov/doing-business-ny/requests-proposals/rfp-facilities-management-services>

Facilities Management RFP – Q&A Matrix

No.	Question	Answer
1	I'm wondering if there is a list of attendees and meeting notes or presentation materials that I might review?	Please see Addendum #1
2	Is there an opportunity to schedule a follow-up site visit?	No
3	During the Summer when 1 chiller is active for Air Conditions, is FM required to have any engineering staff available?	Yes

No.	Question	Answer
4	<p>The financial portion of the RFP is unclear. Can this be explained in more detail? All expenses are reimbursed based upon approval? Is a management charge part of the reimbursement? Are expenses for any or all of the following reimbursable? Or is this included as a management charge?</p> <ul style="list-style-type: none"> a. Accounting Services b. Legal Services c. Full-time payroll d. Part-time payroll e. HR Services 	<p>Projects pre-approved by ECHDC will be reimbursed upon completion and submission of financial and operational documentation for review. Management charges and suggested expenses are allowed as part of the reimbursement, subject to ECHDC financial review and submission of supporting documentation.</p>
5	<p>Who received revenue from the parking lots under the FM responsibility?</p>	<p>ECHDC</p>
6	<p>Can you provide design and technical drawings for the following properties:</p> <ul style="list-style-type: none"> a. Gateway Building b. Terminal B c. Bell Slip d. Wilkeson Pointe 	<p>Please see Addendum #2.</p>
7	<p>Could you please clarify which of the services requested in the Buffalo Waterfront Grounds Management RFP; Buffalo Waterfront Public Space Management RFP; and the Facilities Management Services RFP would not fall under the purview of a venue operator?</p>	<p>All services contained in Buffalo Waterfront Public Space Management RFP fall under the purview of the venue operator.</p>
8	<p>Are we required to respond to each individual RFP or would the ECDC consider a response to the Facilities Management Services RFP which incorporates the scope from the Public Space Management RFP?</p>	<p>Yes, individual responses are required for each RFP.</p>

No.	Question	Answer
9	<p>Please provide the following for events:</p> <ul style="list-style-type: none"> a. a complete event history for the past five (5) years and future events scheduled (confirmed and tentative) for the upcoming three (3) years b. Sample event settlements for any concerts or music festivals c. Rental Rate and Fee Schedule for the venue d. Booking and Scheduling Policy e. Current agreements with any event promoters or show producers. f. User/License Agreements 	Please see Buffalo Waterfront Public Space Management RFP-Addenda.
10	<p>Please provide the following for staffing:</p> <ul style="list-style-type: none"> a. Titles and salaries of all full-time employees b. Organization chart c. Copies of job descriptions for all full-time positions d. A breakdown of annual part-time labor costs and hourly rates e. Descriptions of current staff benefits (copies of handbook) including Health, Dental, Vision, Group life, Retirement/401K, and Vacation benefits 	Please see Buffalo Waterfront Public Space Management RFP-Addenda.
11	<p>Please provide the following for third party and labor agreements:</p> <ul style="list-style-type: none"> a. Current agreements with the labor unions b. Third-party service agreements (for example: ticketing services, audio/visual services, housekeeping, merchandising, first aid/EMT, parking services, etc.) 	Please see Buffalo Waterfront Public Space Management RFP-Addenda.

12	<p>Please provide the following for sponsorship and advertising:</p> <ol style="list-style-type: none"> Please provide a list of sponsorship revenue and agreements over the last three years including 2019 (or first full year prior to pandemic). List should include cash and trade annual amounts, length of term, and end date for each sponsorship agreement. Please provide copies of all sponsorship contracts with the facility. Are there any sponsors that have exclusivity in their agreements? If so, please provide a list of those partners and the business categories that are exclusive. How many staff member(s) are dedicated to the sponsorship effort? Please provide title and annual compensation including incentive pay. Is there any other entity or 3rd party organization/agency that sells advertising or sponsorship to the facility? If so, please provide a copy of their agreement or explain the relationship and term if applicable. Please provide an inventory list and rate card for all sponsorship/advertising assets for sale including Canalside, the Outer Harbor and Concert series opportunities including naming rights, physical site assets and amenities, pouring rights, website and events. Please define the amenities offered in each premium seating offering (i.e. tickets, parking, etc.) Please provide a list of all premium seating agreements over the last three years. Please provide a copy of current sponsorships sales collateral. Do any third-party events have sponsorship rights on-site? Please elaborate on your sponsorship policy and guidelines for third party events 	<p>Please see Buffalo Waterfront Public Space Management RFP-Addenda.</p>
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No.	Question	Answer
	and if those events are allowed to activate with their own corporate partners during events and to what extent.	
13	<p>Please provide the following for sales and marketing:</p> <ul style="list-style-type: none">a. Are there any agencies contracted by venue i.e., PR; media buying; digital; design?b. Does Buffalo Waterfront have an annual marketing budget? If so, how much?	Please see Buffalo Waterfront Public Space Management RFP-Addenda.

14	<p>Please provide the following for food and beverage:</p> <ul style="list-style-type: none"> a. Year-end financial statements for the past five (5) years b. Budget for the upcoming fiscal year, if approved c. Third-party service agreements (local sub-contractors, not-for-profits) d. List and description of any inventory that we would be responsible for taking over? e. Sponsors with exclusivity included in their agreements. f. Capital improvement budgets and if there is a capital reserve fund. If there is a reserve fund, what is the current balance and how is it replenished? g. Please describe the current POS systems and apps in use to help streamline the ordering process and improve the employee experience. Is there any type of self-order, self-pay, and kiosk technologies in use in your operations? h. Is there a Supplier Diversity Program? How much of your total spending is with Diverse Suppliers? i. Please provide a copy of your sustainability policy. j. Please provide a list of subcontracted F&B provider locations and what services (e.g. food, alcoholic beverages) each provides. k. Are the FT/PT Hourly team members engaged in a Collective Bargaining Agreement? If so, please provide Local information and seniority list. l. Who are the exclusive food service providers (if any) at the Children's Museum, Carousel, Naval Park Museum, and what 	<p>Please see Buffalo Waterfront Public Space Management RFP-Addenda.</p>
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No.	Question	Answer
	<p>rights and access do they have to use of Waterfront spaces?</p> <p>m. Can we see copies of the past two years Annual Management Plan for food and beverage?</p> <p>n. Can we see a list of all third-party festivals held at the Waterfront?</p> <p>o. Please list all the “Permanent Restaurant Offerings” currently available.</p> <p>p. Describe BOTH storage spaces (location, size, access) dedicated to Food & Beverage services and Warehousing of products.</p> <p>q. Please provide a current list of all equipment (smallwares, rolling stock, carts, cooking equipment, etc.) and please detail who owns the inventory.</p>	
15	<p>Upon further review of the esd.ny.gov/doing-business/requests-proposals website, we understand the ECDC is soliciting services through three separate RFP processes for what we interpret as very similar in scope and responsibilities. Could you please clarify which of the services requested in the Buffalo Waterfront Grounds Management RFP; Buffalo Waterfront Public Space Management RFP; and the Facilities Management Services RFP would not fall under the purview of a venue operator?</p> <p>a. Copies of the current Agreements for each of the three respective solicitations above.</p>	See Answer to Question #7.
16	<p>Are we required to respond to each individual RFP or would the ECDC consider a response to the Facilities Management Services RFP which incorporates the scope from the Public Space Management RFP?</p>	See Answer to Question #8.
17	<p>Is there any tax-exempt financing that has been used or is being used in the development or renovation of the facilities?</p>	All capital expenses and/or facility repairs performed on ECHDC property is tax exempt.

No.	Question	Answer
18	Please provide the “outside vendor agreement” referenced on page 11 of the Facilities Management RFP, section Wilkeson Pointe, who is responsible for operation of the outside activities at Wilkeson Pointe.	The Buffalo Waterfront Public Space Management RFP will become the agreement referenced on page 11.
19	Please provide the Plans for the Wilkeson Pointe improvement, so we can best understand the projects.	See Answer to Question #6.
20	Please provide capital improvement budgets and if there is a capital reserve fund. If there is a reserve fund, what is the current balance and how is it replenished?	See Section VI. (E) Cost of Services of the RFP.
21	Please provide details of the current capital improvement projects, development projects, and confirmed/scheduled capital improvement projects including a new/renovated arena project in the next five years?	Additional details regarding ECHDC owned property will be provided to selected vendor during contract negotiations.
22	Briefly summarize the current relationship with the CVB and how they assist in marketing and bringing business to the facilities. Is there a dedicated annual marketing budget for the venues?	ECHDC has no official relationship with CVB and receives no funding from the county or any associated entities.
23	Are tourism and hotel tax dollars being used for micro transportation? How are visitors being transported from hotels to the Complex?	ECHDC has no official relationship with NFTA, the regional transportation authority.
24	Are there services provided by the ECDC not included in the buildings' operating budget?	No
25	What is the current finance/accounting system in use by the county?	Unknown as ECHDC is a state agency, unaffiliated with the county.
26	Is there a preferred or required Finance/accounting system expected to be used or integrated by the ECDC?	No
27	Is there a current sustainability program in place at the Buffalo Waterfront? If so, can you share that information on this request?	No



No.	Question	Answer
28	Is there a county/state reserve opportunity fund account that can be used for attracting business to the venue/region? What are the parameters of this fund? Can it be used to discount/waive rental, discount food and beverage, defray transportation cost during increment weather seasons?	Please see Buffalo Waterfront Public Space Management RFP-Addenda.